NORVELL®

ViP™

Mobile HVLP Spray Tanning System

MANUAL

WELCOME

Thank you for choosing the Norvell® VIP™ Mobile Spray Tanning System. Please carefully review the enclosed information to insure your equipment performs as designed and to enjoy many happy sunless tanning applications.

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QUICK SET-UP GUIDE

Carefully unpack your system. Your box contains the following:

Turbine Spray System Unit	Qty 1
Spay Applicator Gun	Qty 2
Spray Hose	Qty 1
Solution Cups	Qty 4
Solution Cup Lids	Qty 2
Power Cord	Qty 1
Manual	Qty 1

Spray Applicator Gun Set-Up

Step 1
Unscrew solution cup from the base of the spray application gun and fill solution cup 3/4 full. Use caution overfilling the solution cup may cause leaks.

Step 2
Carefully insert the solution cup into the base of the applicator gun and rotate until a snug fit is achieved.

Step 3
Set the spray patter by turning the spray nozzle at the front of the applicator gun. Align the nozzle in a horizontal position *FIG 1.1* for left to right spraying and a vertical position *FIG 1.2* for up and down spraying.

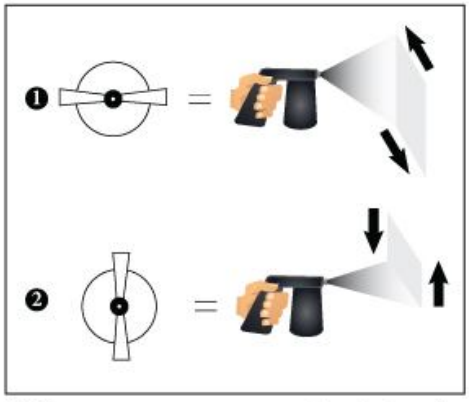

FIG. 1 Nozzle Angles

Step 4
Adjust the **Solution Dial** on the back of the gun to the desired level. For a lighter application the dial should be set to a lower number. Settings of 2-4 on the dial are the most commonly used and produce the best atomization. *(Atomization: the process that occurs when the solution breaks into minute particles when pulverized by the air flow upon exiting the gun nozzle. Commonly referred to as the spritz or spray.)* The higher settings will result in more solution spraying from the applicator creating improper atomization.

NOTE: It is important to test the spray patter prior to applying to skin. The best way for testing is on a large white easel pad or poster board.

Step 5
Attach Hose. Insert the longer hose fitting into the bottom of the applicator gun and turn counterclockwise until firmly locked into place, and the fitting lines up with the bottom of the applicator. Avoid over tightening as this may result in broken components.

Turbine Spray System Unit

Step 1
Attach Hose to Spray System Unit. Insert hose fitting into unit and turn counterclockwise until firmly locked into place. Avoid over tightening as this may result in broken components.

Step 2
Attach power cord and plug into power socket.

Step 3
Turn on your unit and you are ready to start spraying. The power is controlled via the Control Dial on the front of the Spray Unit and the most common setting is about 3/4 of full power. Note: if the power is too low, the solution may not atomize properly.

WALL MOUNTING GUIDE

The Norvell® VIP™ Mobile Spray Tanning System is designed to be conveniently mounted on the wall or positioned on the floor as desired. If you opt for the wall mounting option it is important to consult your local contractor or home improvement expert to determine the best anchor system for your particular mounting surface.

Important Note: *Any damage sustained to the unit from improper wall mounting, falling, etc. is not covered by the unit warranty.*

SAFETY INFORMATION

The Norvell® VIP™ system is to be sprayed with professional sunless spray tanning solution only, kept away from water and must be connected to the correct power supply at all times. This system is to be operated by trained sunless technicians only and never operated by children.

MAINTENANCE GUIDE

End of Day Maintenance

Step 1
Remove Hose. Empty any excess solution from the solution cup into a solution storage cup. DO NOT pour any excess solution back into the original solution container as it will contaminate the remainder of solution. It is strongly recommend that this be done over a sink or wet area.

Step 2
While holding the gun upside down and pulling back the trigger, rinse your gun by running warm water through the solution feed stem. Repeat this step until water runs clear. Rinse out the handle where the hose connects to the gun, until water runs clear. Shake gun over sink to insure all drips are clear. Rinse solution cup with warm water.

Step 3
Fill the solution cup 1/8 - 1/4 with HVLP cleaner, reattach hose and spray through the applicator. Set your solution dial to the maximum setting when spraying for cleaning. Once all cleaner is sprayed, run air through the system for a few minutes.

Step 4
Remove hose and cup from gun. Wipe any excess solution from the applicator gun or spray tip with a clean cloth and warm water.

Step 5
Re-set your solution dial back to your regular spray settings. Allow all parts to air-dry overnight. Reassemble prior to your first appointment the following morning.

Turbine Spray System Unit Maintenance

Step 1
Wipe the unit down with a clean soft cloth. Avoid using anything abrasive on the finish. Acrylic cleaner or Windex are useful products for maintaining the exterior gloss finish on your spray unit.

Step 2
Clean the filter. Remove the filter from the base of the unit. Rinse with warm water until water runs clear. Wait until filter is completely dry before re-inserting into unit. For best results, position the spray unit behind the spray technician when in use, this will ensure the unit and filter are exposed to less overspray.

EQUIPMENT TROUBLE SHOOTING

If you experience problems with this unit, please carefully review the relevant sections of this User Manual and the Trouble Shooting section. If you cannot resolve the issue, please contact Norvell Equipment Support by calling 888-829-2831.

Problem	Cause	What to do
The Spray Unit will not turn on.	Power cord not attached properly.	Ensure the power cord is pushed firmly into to the base of the unit and the wall socket.
	Electricity not turned on.	Ensure the power point is function-ing properly. (wall socket, breaker, etc.)
	The unit is not turned on.	Turn the control dial on the spray unit clockwise.
The spray applicator is leaking.	Spray cup is not tight enough	Tighten the solution cup.
	There is too much solution in the cup.	Empty some of the solution from the spray cup.
	The nozzle may be blocked.	Remove solution cup, fill with warm water and spray warm water through the applicator gun, until water flows freely through the nozzle.

Problem	Cause	What to do
The spray is splattering and sputtering.	Solution cup is low.	Add solution to the cup.
	Power control dial is set to low.	Increase the power by turning the dial.
	Angled applicator too sharply while spraying.	Keep the applicator on a lesser angle while spraying.
	Nozzle may be blocked.	Spray warm water through the applicator.
	Filter could be blocked.	Ensure the filter under the spray unit is clear and clean.
	Spray applicator control dial is set too low.	Increase the number on the solution dial located on the back of the gun.
Solution is NOT dispensing from the spray applicator	Nozzle may be blocked.	Spray warm water through the applicator.
	Solution cup is low.	Add solution to the cup.
	Trigger is jamming.	Spray warm water through the applicator while the solution dial on the back of the gun is set to “8”. Pull the trigger repeatedly until it frees.
	Solution dial on the applicator is set too low.	Increase the solution dial number on the back of the spray gun. Number 1 is the lowest setting and 8 it is the highest.

Problem	Cause	What to do
The applicator is continuing to spray.	Trigger is jamming.	Spray warm water through the applicator while the solution dial on the back of the gun is set to “8”. Pull the trigger repeatedly until it frees.
Hose coming out of unit.	Hose not correctly fitted to unit.	Ensure the fitting is inserted, turned, and locked into place.
	Hose fitting broken from over tightening.	Contact Norvell Equipment Support for a replacement hose.

SPRAYING TIPS

Application tips and trick to achieve desired results.

Problem	Cause	What to do
The solution is sitting on the skin or beading on the clients skin.	Too much solution has been sprayed onto the skin.	Dab the area gently with a clean dry towel or sunless application mitt. Lightly re-spray the area blending the tan.
	Client has foreign barrier on the skin. (i.e. moisturizer, cream or perfume on the skin)	
	Client maybe excessively hot and perspiring.	
The client is tanned in areas they do not wish to tan.	The technician has sprayed the area incorrectly.	Exfoliate the area using a moisturizing body scrub. If further exfoliation is desired a salt scrub may be necessary.
	Client has touched part of their body with a spray tanned area.	
The client appears orange.	Too much tanning solution has been sprayed onto the skin.	Exfoliate the skin before re-spraying. Ensure the reapplication is lighter, and apply a pH balancing spray prior to spraying solution. Allow 4-5 days before re-spraying. If a rapid tanning formula was used reiterate the time before showering information.
	The client may have left a rapid tanning solution on too long.	
	The clients skin pH may not be optimal for spray tanning or they may have a low tolerance to DHA.	

Problem	Cause	What to do
The clients spray tan has not developed as dark as desired, or may be different from a previous session.	The spray solution used may not be fresh.	Be sure to keep your solution in a cool dry place and ensure the solution is fresh. All Norvell solutions feature a born-on date code on their packaging. To determine how long the solution formula is effective find the open container symbol shown on your package. 12M - 12 months from the time the container is first opened. Ensure the client has followed the correct recommendations for preparation and post spray tanning care. The client can be re-sprayed if required after a minimum of 10 hours and after a shower has been taken. Consult with your client to determine if any changes in their day-to-day routine has changes since the previous session.
	A different solution was used during the spray session or the application dial was set lighter than the previous session .	
	The client may have showered or perspired before the tan could fully develop.	
	Other factors may affect the tan's development including: diet, hormones and medication.	

WARRANTY INFORMATION

IMPORTANT NOTICE FOR REPAIRS
DO NOT CALL OR RETURN TO YOUR DISTRIBUTOR
ALL REPAIR AND WARRANTY CLAIMS MUST BE MADE TO NORVELL BY CALLING 888-829-2831

Please keep your Proof of Purchase and User Manual in a safe place as you will need these items in the event a warranty claim is necessary. Prior to making a claim, you should carefully review the "Trouble Shooting" section of this manual. If you find a warranty claim is necessary, all claims should be made directly to NORVELL by calling 888-829-2831.

If within (1) year from the date of purchase, the product fails to a defect in material or workmanship, we will repair or replace the unit free of charge with a comparable unit. Comparable unit may be new or refurbished. This warranty applies only to the original purchaser and is nontransferable. The goods must be returned to Norvell with a copy of the proof of purchase for assessment.

1. ALL RETURNS MUST BE FACTORY AUTHORIZED BY NORVELL PRIOR TO RETURN. THIS MAY BE DONE BY CALLING 888.829.2831.

2. RETURNS MUST BE SHIPPED TO NORVELL IN THE ORIGINAL SHIPPING CONTAINER.

3. RETURNS MUST HAVE A VALID RETURN GOODS AUTHORIZATION (RGA) CODE MARKED CLEARLY ON THE OUTSIDE OF THE SHIPPING CONTAINER. RGA'S WILL BE SUPPLIED DURING THE INITIAM CLAIM CALL AND MUST APPEAR ON ALL CORRESPONDENCE CONCERNING THE CLAIM.

4. RETURNED CONTAINERS MUST INCLUDE A COMPLETED RGA FORM. RGA FORMS ARE AVAILABLE ONLINE BY VISITING WWW.NORVELLSUNLESS.COM/WARRANTY

Warranties shall not apply to any defect failure or damage caused by improper use or improper/inadequate maintenance and care. The manufacturer shall not be obligated under these warranties:

a) to repair damage resulting from attempts by personnel other than authorized Norvell representatives to repair or

service the product.
b) to repair damage, malfunction, or degradation of performance resulting from improper solution use.
c) to repair damage, malfunction or degradation of performance resulting from failure to perform user maintenance and cleaning as prescribed.
d) to repair damage, malfunction, or degradation of performance resulting from use of the unit in an environment not meeting the operating specifications.
e) to repair damage, malfunction or degradation of performance resulting from improper wall mounting or other methods of installation.

TO ACTIVATE YOUR WARRANTY, PLEASE COMPLETE THE ONLINE WARRANTY REGISTRATION BY VISITING:

WWW.NORVELLSUNLESS.COM/WARRANTY

WARRANTY REGISTRATION MUST BE COMPLETED WITHIN **30 DAYS** OF PURCHASE.

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